



Department of  
**HUMAN SERVICES**

## Meeting Minutes

<b>Division:</b>	IME Integrated Health Home		
<b>Meeting Title:</b>	Open Office Hours		
<b>Facilitator:</b>	Pamela Lester		
<b>Location:</b>	Teams		
<b>Date:</b>	January 27, 2022	<b>Time:</b>	10:30 to 11am

## Meeting Objectives

The primary goal of the meeting is to provide IME updates and allow for discussion.

Meeting Participants		
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<p>Abbe BerryHill Black Hawk Grundy Bridgeview Broadlawns CHSC Capstone Center Associates Children's Square Community Support Advocates Counseling Associates Crossroads Eyerly Ball First Resources Families First Family Resources Four Oaks Heartland Hillcrest</p>	<p>Northeast Iowa Mental Health Center Orchard Place Pathways Plains Prairie Ridge Robert Young Siouxland Mental Health Center Southern Iowa Mental Health Center Southwest Iowa Mental Health Center Stepping Stones Tanager Vera French Waubonsie Ellipsis Young house Family Services YSS</p>	<p>IME IACP IBHA ITC AGP</p>
		<p><b>BOLDLED NOTE ATTENDEES</b></p>

Agenda Topic	Items
IME Updates	<ul style="list-style-type: none"> <li>• <a href="#">Public Comment for SPA is open</a> until 4:30 Central time January 31, 2022,</li> <li>• Workgroup information will be <a href="#">here</a></li> <li>• <a href="#">Health Home Learning Collaborative</a> Please register for next month “Transitional Care”</li> <li>• Integrated Health Home Manual Draft completed and in approval process</li> <li>• Health Home Iowa Administrative Code updates in approval process Bulletin Date is Feb 23, 2022 <a href="#">Iowa Legislature - Iowa Administrative Bulletin &amp; Code Supplement</a></li> <li>• <a href="#">IHH SPA word document</a></li> <li>• Informational Letter <a href="#">Closures and Temporary Suspension of In-Person Visits and Services in HCBS Provider-Owned or Provider-Controlled Settings</a> Questions <a href="mailto:IMEProviderServices@dhs.state.ia.us">IMEProviderServices@dhs.state.ia.us</a></li> <li>• Informational Letter <a href="#">Resumption of In-Person Assessments and Service Plan Monitoring</a> Questions <a href="mailto:IMEProviderServices@dhs.state.ia.us">IMEProviderServices@dhs.state.ia.us</a></li> </ul>

Agenda Topic	Items
	<ul style="list-style-type: none"> <li>Instructions for completing the CASH and the PCSP Template is being reviewed by the state and should be out to you in February. (What to do with the LOCUS section, will there be a grace period as to when we need to start using it)</li> <li><a href="#">Notification Form</a> If you could do anything you wanted to update this form, what would it be? Let us know <a href="mailto:Healthhomes@dhs.state.ia.us">Healthhomes@dhs.state.ia.us</a> by EOD Feb 10, 2022</li> <li><b>MCO Reporting Alignment:</b> Please provide specific feedback on information or reports and variation between the MCOs to assist the report alignment project. <a href="mailto:Healthhomes@dhs.state.ia.us">Healthhomes@dhs.state.ia.us</a> by EOD January 31, 2022</li> <li><b>MCO RFP:</b> MCO RFP intent to release Feb 16, 2022 <a href="https://bidopportunities.iowa.gov/Home/BidInfo?bidId=cac6aa14-1ad1-4a69-8ae4-d982cc8aad4">https://bidopportunities.iowa.gov/Home/BidInfo?bidId=cac6aa14-1ad1-4a69-8ae4-d982cc8aad4</a> Spring 2022: Response period (including Q &amp; A) after release of the RFP. Summer 2022: DHS to award contract(s). Fall 2022 Through Spring 2023: MCO onboarding to begin and MCO readiness review. Summer 2023: MCO operations begin.</li> </ul>
<b>Questions in the Health Homes Email</b>	<p>ELVS line to check Eligibility</p> <p><b>INTEGRATED HEALTH HOME TOOLS FOR PROVIDERS</b></p> <p>Tools were created by MCOs and IME.</p> <p>Guide for Integrated Health Home Services (to Come) Integrated Health Home Program Toolkit (to Come) Iowa Medicaid Portal Access (IMPA)</p> <ul style="list-style-type: none"> <li>Integrated Health Home Billing Guidance: <ul style="list-style-type: none"> <li>Effective January 1, 2022</li> <li>Effective July 1, 2021</li> <li>Effective January 1, 2021 to June 30, 2021</li> <li>Effective July 1, 2020 to December 31, 2020</li> </ul> </li> <li>IMPA Access Form</li> <li>IMPA</li> <li>IMPA Training</li> <li>Eligibility and Verification Information System (ELVS)</li> <li>Health Homes Managed Care Organizations Notification</li> <li>Integrated Health Home State Plan Amendment (SPA)</li> </ul> <p>Critical Incident Reporting <a href="#">Training</a>  <a href="#">IL 2128-MC-FSS Incident Reporting</a>  Questions can be sent to DHS <a href="mailto:HCBSwaivers@dhs.state.ia.us">HCBSwaivers@dhs.state.ia.us</a></p> <p>HCBS Support like the Health Homes Open Office Hours Calls etc</p> <p>Flow of eligibility 'flow' of eligibility as it goes through the systems? It feels like there has been a good amount of delay in member eligibility that has caused confusion with us, members, and providers. backdating confusion</p> <ul style="list-style-type: none"> <li>CMH waiver 18 in July, wasn't closed due to PHE, when LOC was due submitted it, IMPA noticed it was closed and backdated to December first. Then those don't get paid.</li> </ul>

Agenda Topic	Items
	<ul style="list-style-type: none"> <li>• Not eligible changes to tier 0 and even if they retro, the claims deny. If anyone has these issues, send them to <a href="mailto:Healthhomes@dhs.state.ia.us">Healthhomes@dhs.state.ia.us</a> and we will look into those and make sure IMPA is not changing to 0 for ineligibly less than 60 days.</li> <li>• I think we need to include issues with MEPD in this, too.</li> <li>• Member passed away and the HAB isn't closed.</li> <li>• It is a flow issue. For example, a person receiving facility Medicaid and then needing MEPD and the date of when MEPD should start. We have had the disenrollment issue, too.</li> <li>• Transition from one Health Home to another takes some time.</li> <li>• Issues with faxes get there. Can we upload to a portal? ITC prefers you upload to a portal.</li> </ul>
<b>IHH Proposed Discussion Topics: None</b>	None
<b>Open Discussion</b>	